	YEAR			
	2003-2004	2004-2005	2005-2006	2006-2007
Annual growth rate of mobile telephones	159.23%	54.84%	78.44%	78.12%

(c) The number of mobile subscriber lines which were added by BSNL and MTNL during the last three years, year-wise is given as under:

Name of PSU	Number of mobile connections added (in million)		
	During 2004-05	During 2005-06	During 2006-07
BSNL	4.86	8.66	11.25
MTNL	0.63	0.96	0.84

(d) The share of business between public sector and private sector is given as under:

As on 30.06.2007

Name of sector	Share in total telephones	Share in mobile phones
Public Sector	31.72%	18.83%
Private Sector	68.28%	81.17%

Redressal of complaints regarding poor telecom services

452. SHRI JAI PARKASH AGGARWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have received complaints regarding disappointing telecom services;

(b) if so, the number of complaints received till date, during the last three years and the number of complaints redressed so far out of them, State-wise; and

(c) the action taken by Government after conducting the inquiry in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) The number of complaints received and number of complaints disposed during the last three financial years (Telecom Circle-wise) is given in the Statement (*See* below).

(c) The Government sends reply to the complaint based on reply received from concerned Service Provider.

Statement

Details of complaint receiver or disposed during the last three financial years

Telecom Circles	2004-2005		2005-2006		2006-2007	
	No. of complaints received	No. of complaints disposed	No. of complaints received	No. of complaints disposed	No. of complaints received	No. of complaints disposed
Andman & Nicobar	0	0	0	0	0	0
Andhra Pradesh	0	0	5	5	3	3
Assam	0	0	1	1	2	2
Bihar	0	0	0	0	9	7
Chhattisgarh	0	0	2	2	0	0
Chennai	2	2	2	2	6	6
Gujarat	1	1	1	1	4	4
Haryana	1	1	0	0	3	3
Himachal Pradesh	0	0	0	0	3	3
Jharkhand	0	0	0	0	4	4
Jammu & Kashmir	2	2	2	2	1	1
Kolkata	0	0	1	1	1	1
Karnataka	1	1	2	2	3	3
Kerala	1	1	5	5	5	5
Maharashtra	0	0	8	8	2	2
Madhya Pradesh	1	1	3	3	3	3
Delhi	0	0	2	2	2	2
Mumbai	0	0	0	0	1	1
North East I	1	1	0	0	1	1
North East II	1	1	0	0	2	2
Orissa	0	0	2	2	2	2
Punjab	0	0	0	0	1	1
Rajasthan	2	2	4	4	7	7
Tamil Nadu	5	5	0	0	7	7
U.P. (E)	0	0	1	1	3	3
U.P. (W)	0	0	2	2	4	4
Uttaranchal	1	1	1	1	1	1
West Bengal	1	1	0	0	3	3
TOTAL:	20	20	44	44	83	81

Opening of new post offices

453. SHRI A. VIJAY ARAGHAVAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a number of villages in the country are without post office;

(b) if so, the number of villages that are not having post office, State-wise and category-wise, till date;